

## **Ethics Consultation Feedback Tools**

### **About the Ethics Consultation Feedback Tool**

An important aspect of offering a high quality consultation service is to satisfy the needs and expectations of the customer. These ethics consultation feedback tools provide a quick and easy means of systematically surveying staff and other participants in a consultation. It has been adapted from an instrument developed for use by the Ethics Consultation Service of the National Center for Ethics in Health Care.

### **How to Use the Ethics Consultation Feedback Tools**

The *Ethics Consultation Feedback Tool for Staff* is designed to be completed by any or all staff members involved in an ethics case consultation, including the requester, clinicians involved in the patient's care, or other individuals who participated in the consultation. This tool has not been approved by the Office of Management and Budget for use with nongovernment employees or patients and family members. It may *only* be completed by staff.

However, patients and family members bring a unique and important perspective to the consultation service and should not be excluded from participating in the feedback process. You may still gather feedback from patients and family members in an open-ended fashion. You might ask them to comment about the ethics consultation and suggest aspects of the experience that they might describe. At minimum, the person who requested the consultation should be asked to use the *Ethics Consultation Feedback Tool for Patients, Families, and Surrogates* to provide open-ended feedback.

To reduce influence on response, someone other than the consultant(s) assigned to the case should administer the tool, such as a member of the facility's quality management staff or the ECWeb evaluator.

### **Using the Results to Improve the Ethics Consultation Service**

The Ethics Consultation Coordinator should review, summarize, and report the data to the IE Council on an annual or semi-annual basis. Frequencies (number of occurrences) and percents (%) are the easiest and most informative method of summarizing the data. A blank feedback tool can be used to tally or display the summarized data.

In general, the Ethics Consultation Coordinator should prioritize for improvement those items that have a high number or percent of responses concentrated in the fair or poor category. If responses on all items are in the "good," "very good," or "excellent" range, the next improvement goal might be to increase the percentage of responses that are "very good" and "excellent."

Finally, the Ethics Consultation Coordinator should compare summary data by year to evaluate whether improvements are being made or maintained, or if performance is falling off.

### Ethics Consultation Feedback Tool for Staff

Recently, you spoke with someone from the Ethics Consultation Service. The job of the service is to help patients, families, and staff work through difficult patient care decisions by listening to what everyone thinks and helping people decide the best thing to do. In order to help improve the Ethics Consultation Service, we ask that you take a few minutes to complete this form.

**DIRECTIONS:** For each of the following statements, please place an “X” in the box that best describes your most recent experience with the Ethics Consultation Service.

Rate the Ethics Consultant(s) on:	Excellent	Very Good	Good	Fair	Poor	Don't Know
Making you feel at ease						
Respecting your opinions						
Being an expert in ethics						
Giving you useful information						
Explaining things well						
Clarifying decisions that had to be made						
Clarifying who is the right person to make the decision(s)						
Describing possible options						
Clearing up any disagreements						
Being easy to get in touch with						
Being timely enough to meet your needs						
Providing a helpful service						

  

	Excellent	Very Good	Good	Fair	Poor	Don't Know
Overall, my experience with the Ethics Consultation Service was:						

Did the consultation service make any recommendations? Yes ☐ No ☐ Don't Know ☐

If yes, were the recommendations generally followed? Yes ☐ No ☐ Don't Know ☐

Do you have any comments or suggestions for the Ethics Consultation Service? \_\_\_\_\_

## Ethics Consultation Feedback Tool for Patients, Families, and Surrogates

Recently, you spoke with someone from the Ethics Consultation Service. The job of the service is to help patients, families, and staff work through difficult patient care decisions by listening to what everyone thinks and helping people decide the best thing to do.

We're interested in feedback about your recent ethics consultation experience. Please provide your comments below. You may wish to describe whether the consultant made you feel at ease, respected your opinion, gave you useful information, explained things well, clarified the decisions that had to be made and who was the right person to make the decision, whether it was timely and helpful, etc.

[illegible]